



# OVER TO COMMUNITY BANKING

## MAKING SENSE OF REGULAR PAYMENTS

There are two types of Regular Payments: Recurring and Instalment. Both are automated payments, which are debited from your credit or debit card at predetermined intervals. It's essentially an agreement between you and a company, which you preauthorise to bill your card account.

### What is the difference between a Recurring Payment and an Instalment Payment?

A recurring payment is when a cardholder authorises a merchant to bill their account on a recurring basis (such as monthly or quarterly) for an ongoing service provided by that merchant. The amount of each payment may be the same or may fluctuate (e.g. you may ask your local gymnasium to charge your monthly gym membership fee to your credit/debit card each month). An instalment Payment is a single purchase made upfront but is billed to you in subsequent multiple periods (e.g. you may have purchased a new television from your local appliance store and are being billed by the merchant in subsequent multiple periods).

### Your responsibilities and obligations

You are responsible for notifying any merchants you have a Regular Payment with, that your account details have changed. You must also provide the merchant with valid credit or debit card expiry dates. You should obtain and keep copies of all Regular Payment agreements you have entered into. We also recommend you retain any notifications sent to the merchant requesting them to change your account details.

### Methods of cancellation or amendments to Regular Payment arrangements

The best method to cancel a Regular Payment or have it billed to a different card account is in writing. We recommend you retain a copy of all notifications so that, in the rare case that the merchant doesn't comply with your request, you may have the right to dispute the charges. You can download standard Regular Payment letters from our website at [www.cmcu.com.au](http://www.cmcu.com.au).

### Your rights and remedies

If you believe you have been incorrectly charged a Regular Payment, and can provide your bank with a copy of the notification you sent the merchant, you may be able to dispute the charges. Contact CMCU for more information.

### What are the benefits of setting up a Regular Payment?

There are many benefits for cardholders who set up Regular Payments including:

- Ensures timely payments to the merchant
- Saves you time as the payment is processed automatically
- Can save you money as you do not have to pay for cheques, money transfers or postage.

